



State of California

Employment Training Panel

Arnold Schwarzenegger, Governor

September 10, 2009

Terri Thompson, Human Resources Manager
Kern Federal Credit Union
1717 Truxtun Avenue
Bakersfield, CA 93301

Dear Ms. Thompson:

RE: FINAL MONITORING VISIT REPORT for Kern Federal Credit Union – ET08-0197

Date of the Visit:	9/02/09
Beginning/Ending Time:	11:30 a.m. – 1:00 p.m.
Date of Last Visit:	11/07/07
Visit Location:	Bakersfield
Persons in attendance:	Terri Thompson, Human Resources Manager Juliana Elie, Human Resources Assistant Gilberto Pelaez, ETP Analyst
Action Required:	No

CONTRACT INFORMATION:

Term of Agreement:	8/27/07 – 8/26/08	Agreement Amount:	\$49,764
Training Start Date:	8/30/07	No. to Retain:	58
Date Training must be Completed:	5/28/08	Range of Hours:	8 - 60
Type of Trainee:	Retrainee	Weighted Ave. Hours:	39

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5353 Mission Center Road, Suite 110
SAN DIEGO, CA 92108
(619) 686-1920

FINAL REPORT SUMMARY:

• HISTORY OF AGREEMENT CHANGES

The Agreement was executed on 9/01/07 and training began on 8/30/07. Your staff reported that all training was completed on 3/25/09, which allows for the 90-day retention period to be completed within the term ending date of the Agreement on 8/26/09.

ETP approved one Agreement Amendment on 7/02/08, which extended the end term of the Agreement by 12 months from 8/26/08 to 8/26/09.

You reported that 48 trainees have completed training and the 90 day retention period (83% of planned retentions); and project earnings to be approximately \$35,084.75. This represents 70.5% of the encumbered total \$49,764.00. Current records show that Kern Federal Credit Union has received \$23,191.50 in progress payments. You also indicated that the closeout invoice will be submitted by 9/26/09.

In reference to the overall experience Kern Federal Credit Union had in implementing the ETP project, the contractor's staff addressed the following questions:

1. What barriers, if any, did your company experience in implementing your ETP project?

The initial paperwork was very time consuming, but the assistance by phone was very helpful. Once we got through the set up for the contract, we were able to handle everything from there on. We did have some HR staffing changes within our organization and passing along the ETP process to the new staff and getting them up to speed hindered our ability to track all training efficiently. Overall, it has been a great benefit to us.

2) What problems, if any, did your company experience with ETP record keeping?

The websites could be streamlined, maybe one website with one password would be more efficient.

3) What assistance could ETP have provided that would improve the process for future Contractors?

There are no clear instructions on the website to record trainee hours and process the invoices. We had to either call or email the Help Desk to get assistance.

4) How did your company benefit from the ETP training?

We were able to provide training and better our staff members in ways we would not have without this ETP training. The education provided will help our employees perform there job duties more efficiently and equip them to grow within this organization.

We appreciated very much the ability to provide training to our staff to benefit them and the credit union. Well trained staff is of utmost importance to the soundness of any organization. I have recommended the ETP Program to other businesses.

PROJECT STATUS PROVIDED BY THE CONTRACTOR:

Trainees Started Training:	77	Completed Training:	48
Trainees Enrolled:	80	In Retention Period:	0
Dropped Following Enrollment:	1	Completed Retention:	48

Note: 31 trainees should have been dropped from training prior to the end of the Agreement.

ATTENDANCE ROSTERS:

The Analyst reviewed the attendance records of 11 Job 1 trainees billed for progress payment 2 on Invoice 3. There were some discrepancies with rosters that did not have the instructor's signature; wrong date the class was conducted; and training hours that were not reported on the Online Tracking System. On 9/09/09, project staff notified the Analyst that the aforementioned discrepancies had been corrected with the assistance of the Help Desk at ETP.

The above findings are based only on the training records reviewed during this visit and represent only a sample of the training records completed to date. Therefore, it is your responsibility to ensure that all training records comply with panel requirements for auditing purposes. (Reference: Title 22 California Code of Regulations, Section 4442)

AUDIT:

Kern Federal Credit Union will be notified in writing if this agreement is selected for an audit that will be conducted either at your site (field audit) or by telephone if selected for a desk audit (or "review"). These notifications will be sent in advance to allow ample preparation time and will include a list of documentation that will be examined by the auditor. A list of the documentation typically examined during an audit will be included along with the Audit Notification and Audit Confirmation letters. To provide support of training, original training attendance documentation is required; photocopied records are not acceptable. Listed below are types of records typically requested during an ETP field audit:

- Training attendance records such as rosters, sign-in sheets, etc.
- Payroll records of individual trainees to verify wage and hours worked
- Personnel records regarding occupation and dates of employment
- Documentation of employer paid health benefits (if applicable)
- Cash receipts to verify receipt and accounting of ETP funds

RECORD RETENTION:

Records must be retained within your control and be available for review at your place of business within the State of California. This responsibility will terminate no sooner than four (4) years from the date of the termination of the Agreement or three (3) years from the date of the last payment by ETP to the Contractor, or the date of resolution of appeals, audits, claims, exceptions, or litigation, whichever is later.

Please contact your Monitoring Analyst within ten working days at (818) 755-1323 or gpelaez@etp.ca.gov if you have any questions or comments.

Sincerely,

Signature on file

Wally Aguilar, Manager
North Hollywood Regional Office

Signature on file

Gilberto Pelaez, Contract Analyst
North Hollywood Regional Office

cc: David Guzman, Chief, ETP Audit & Programs Operations Division
Kulbir Mayall, Manager, Cert & Fiscal Unit
Master File
Project File

Date report mailed to Contractor 9/10/09